

Arizona Registrar of Contractors

Newsletter, September 2015



Director's Note

The Licensing Department serves a vital role for the citizens of Arizona. They are on the frontlines of

ensuring Arizona's licensed contracting professionals possess the knowledge and experience to successfully and safely provide the services, for which the public is hiring them.

For a contractor, their license is not just a piece of paper; it is what enables them to legally make money and, in turn, for them and their employees to pay their bills and feed their families.

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AZ ROC Increases Proactive Patrols in Damaged Property Areas

This summer, Monsoons and wildfires returned to Arizona and, each year, these natural disasters pose a threat to Arizonan's property due to fire, rushing water and high winds.

Arizona Registrar of Contractors (AZ ROC) warns homeowners against falling prey to scams and the potential of a second disaster by choosing to hire 'storm chasers,' who are typically unlicensed individuals, attempting take advantage of homeowners looking to quickly hire someone to make repairs to their damaged property.

Ranging from poor work to complete abandonment, AZ ROC commonly receives complaints regarding unlicensed entities exploiting property owners and it only adds to the devastation for those affected by a natural disaster.

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Attention: Damaged Property Owners

**Protect yourself against
scams. Only hire licensed
contractors.**



Verify the contractor's license
at www.azroc.gov
1-877-692-9762



AZ ROC by the Numbers

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Most Wanted Unlicensed Entities

Click [here](#) to visit the Most Wanted at azroc.gov.

As mentioned in a previous newsletter, AZ ROC leadership and staff have and continue to work to remove unnecessary burdens and to reduce the amount of time required to process new and renewal license applications.

In February 2015, license applications were issued at 58 days on average.

In March 2015, leadership changed within the Licensing Department and since then, the Agency has worked to improve the licensing process.

Now, licensing staff is processing applications and issuing licenses at around 29 days.

So, what's changed and why? And what else can you expect from AZ ROC?

In addition to the change in Licensing's leadership, another beneficial, structural change is AZ ROC's Licensing Department staff members now act as account representatives, who are assigned to specific contracting companies. Historically, staff acted as specialized agents only knowing and performing one or a few steps in the licensing process. They would accomplish these steps and pass the application on to another desk and another member of the staff to continue processing the application and this would occur multiple times throughout one application.

Avoiding significant down time and potential for lost or misplaced applications, staff are now assigned alphabetically to contracting companies and they are responsible for *every* aspect of an application—from intake to issuance (and that includes renewals). This enables each member of the staff to know how to process an entire application, increases accountability, and allows both the staff member and the contractor to be familiar with one another.

From significant structural modifications to small procedures changes, AZ ROC is also reducing processing time and providing better customer service with a simple phone call. If an applicant is missing a document or facing some other potential deficiency preventing the continued processing of their application, AZ ROC staff have been instructed to call to let them know. Whereas previously only a 'deficiency letter' was sent via USPS, a call is made in addition to sending the paper correspondence and, by doing so, at least five business days are saved and we better ensure the applicant is made aware.

Finally, an exciting—and long overdue—change is on the horizon; AZ ROC is working to provide many of our services online. From updating a bond to submitting a change of address or entire application, we expect that by mid-2016 many contractor's licensing needs will be able to be accomplished by visiting the Agency's website, which is also being redesigned to be more user-friendly.

As we continue to make and inform you of changes occurring here at AZ ROC, we remain committed to promoting quality construction through a licensing and regulatory system designed to protect the health, safety, and welfare of the public.

Sincerely,



Jeff Fleetham, Director
Arizona Registrar of Contractors

Since his appointment on Feb. 9, 2015, AZ ROC Director Fleetham has directed AZ ROC investigators to increase efforts to make contact and visit with local officials to assess damage in areas affected by disasters and post warning signs throughout effected communities.

In addition to AZ ROC reminding damaged property owners to only hire licensed contractors, AZ ROC Investigators will again step up patrols to ensure 'storm chasers' are not taking advantage of individuals who suffered damage due to severe weather or wildfire occurring within the state.

So far this year, investigators actively patrolled three specific areas and were prepared to be sent for patrols in additional areas facing the potential for disaster.



Photo: Wickenburg, 2015 Flood

In July, an investigator patrolled Wickenburg following significant flooding and in August, another investigator tracked and surveyed damage caused by the Willow Fire, in Mohave County.



A more recent patrol occurred in Maricopa County and provides insight into what is involved with AZ ROC's proactive patrols following a natural disaster.



On Mon., Aug. 31, 2015, Arizona was hit with a monsoon and wind caused significant damage in Maricopa County.



On the afternoon of Tues., Sept. 1, 2015, Investigators patrolled Phoenix and found multiple valley residences with roof damage in the North Encanto Historic District – between W. Osborn and W. Thomas Roads near 19th Ave. – in Phoenix.



In general, damage in the area consisted of uprooted trees and minor roof damage, with a few asphalt shingles missing. One Investigator, however, observed a section between 17th Ave. and 18th Ave. from Verde Ln. to Mulberry Dr., where several houses appeared to have experienced more intense damage.

The Investigator observed and attempted to make contact with seven residents, whose homes appeared to experience significant roof, car port or awning damage, in order to educate them on the importance of working with licensed contracting professionals when hiring for repairs.

Photo: Willow Fire, 2015

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AZ ROC by the Numbers

- **36,857 Active Licenses**
- **Less than 30 Days to Issue a New License, on Average**
- **1,060 Unlicensed Entity Complaints Filed, YTD**
 - **1,071 Unlicensed Entity Complaints Closed, YTD** (includes cases filed from the prior year, so may be higher than number filed YTD)
- **4,182 Complaints Closed with 3,722 Complaints Filed, YTD** (includes both licensed and unlicensed complaints; Closed Complaints includes cases filed from the prior year, so may be higher than number filed YTD)
- **233 Investigations Submitted for Prosecution, YTD**
- **210 Number of Claims filed with AZ ROC Residential Recovery Fund, YTD**
 - **90 Open Recovery Fund Claims, Current**



	Unlicensed Complaints	Licensed Complaints
Cochise	10	26
Coconino	11	23
Gila	8	14
Graham	1	3
La Paz	3	2
Maricopa	653	1981
Mohave	24	81
Navajo	6	22
Pima	104	237
Pinal	16	63
Santa Cruz	3	2
Yavapai	38	108
Yuma	32	42



(Proactive Patrols Cont'd from Page 3)

Of the seven homes, at which the Investigator attempted to make contact, three residents were home and noted their appreciation of knowing AZ ROC was proactively working to ensure the public is protected from unlicensed scams and “storm chasers.” Investigators left contact information for the remaining four homeowners.

While patrolling, the Investigator also encountered an employee of a professional licensed roofing contractor. The Investigator explained what AZ ROC was doing in the area and the employee was described as grateful for AZ ROC’s work to prevent “storm chasers.” The Investigator ran a license check on the contractor’s license; it was current.

The same Investigator returned to the damage impacted neighborhood two weeks later to again patrol and will return again within a few weeks.

If you or someone you know has experienced damage due to a natural disaster and need additional information as to the benefits of using a licensed contracting professional to make repairs, please contact us at the numbers provided below.

A toll-free (**within Arizona only**) telephone number is available to connect directly to the Main Office in Phoenix.

877-MY AZROC

(877-692-9762)

Phoenix Office

1700 W. Washington St. Suite 105

Phoenix, Arizona 85007-2812

Telephone: (602) 542-1525

FAX: (602) 542-1599

Free public parking is located west of the building off 19th Avenue and Jefferson. A few spaces reserved for ROC customers are located on the north side of the lot. Visitors may also park in any of the unmarked spaces. Enter the building through the west-facing doors of the State Capitol Executive Tower.

Tucson Office

400 W. Congress St., Ste. 212

Tucson, Arizona 85701-1353

Telephone: (520) 628-6345

FAX: (520) 628-6588

Directions: Northwest corner of West Congress and Granada.

The Phoenix and Tucson ROC Offices are open Monday-Friday 8:00 AM - 5:00 PM with the exception of Federal and State Holidays.



**LICENSED
CONTRACTORS
Build Confidence!**

1700 W. Washington Street • Phoenix AZ 85007-2812

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